

Quarterly Update to UCARE Report

January – June 2022

Introduction

The quarterly update to the annual UCARE presents data on customer service performance for jurisdictional utilities in the electric, gas, water and telecommunications industries. The update provides a snapshot of overall BCS activity including the volume of consumer complaints, PARs (Payment Arrangement Requests) and FCRs (First Contact Resolutions FKA Inquiries). Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation. Industry specific tables show the volume of activity for the major utilities within the electric, gas, water, municipal water, municipal sewer and telecommunications industries. The quarterly update contains current information that can be reviewed by utility management, consumers, Commission staff and other interested parties. The Commission will continue to produce the annual UCARE report which will present more detailed findings regarding utility performance.

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BCS Activity

Total Volume of Consumer Complaints, PARs (Payment Arrangement Requests) and FCRs (First Contact Resolutions) by Industry

January through June 2022

Industry	Consumer Complaints (NFIs*)		PARs (NFIs*)		FCRs
	Residential	Commercial**	Residential	Commercial**	All Classes
Electric	3,331	272	10,993	84	3,893
Gas	1,281	113	4,125	95	1,590
Water	689	53	894	9	732
Telecommunications	547	46	10	0	404
Other***	10	1	4	0	1,006
Total	5,858	485	16,026	188	7,625

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**Please note, commercial customer contacts are excluded from the analyses that appear later in this report, as BCS' regulatory authority has largely been confined to residential accounts.

***Sewer and steam heat complaints are designated as "other" in this table.

Major Electric Distribution Companies

Consumer Complaint, PAR (Payment Arrangement Request) and FCR (First Contact Resolution) Statistics for Major Companies

January through June 2021/2022

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2021	2022	Percent Change	2021	2022	Percent Change	2021	2022	Percent Change
Duquesne	219	297	36%	386	1,057	174%	224	318	42%
Met-Ed	211	332	57%	408	1,285	215%	162	408	152%
PECO	561	821	46%	1,143	2,310	102%	600	801	34%
Penelec	235	303	29%	493	1,364	177%	164	463	182%
Penn Power	49	90	84%	137	462	237%	47	143	204%
PPL	237	386	63%	1,054	2,664	153%	474	751	58%
West Penn	256	351	37%	526	1,557	196%	190	480	153%
Total	1,768	2,580	46%	4,147	10,699	158%	1,861	3,364	81%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through June 2022

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Duquesne	297	10%	1,057	1%
Met-Ed	332	11%	1,285	2%
PECO	821	12%	2,310	1%
Penelec	303	13%	1,364	1%
Penn Power	90	10%	462	4%
PPL	386	5%	2,664	<1%
West Penn	351	8%	1,557	1%
Total	2,580		10,699	
Average		10%		1%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 07/01/2022.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through June 2021/2022

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2021	2022**	2021	2022**
Duquesne	12.6	13.1	8.2	4.9
Met-Ed	11.9	16.8	4.7	6.4
PECO	17.4	16.0	8.7	5.0
Penelec	12.0	16.6	4.8	7.2
Penn Power	12.5	15.5	5.1	6.9
PPL	19.7	21.9	6.5	8.1
West Penn	11.7	16.1	5.4	7.5
Major Electric	14.7	16.6	6.7	6.7

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The 2022 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/01/2022.

Major Natural Gas Distribution Companies

Consumer Complaint, PAR (Payment Arrangement Request) and FCR (First Contact Resolution) Statistics for Major Companies

January through June 2021/2022

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2021	2022	Percent Change	2021	2022	Percent Change	2021	2022	Percent Change
Columbia	64	96	50%	134	287	114%	82	162	98%
National Fuel	36	28	-22%	93	141	52%	23	38	65%
Peoples	189	162	-14%	308	529	72%	74	134	81%
Philadelphia Gas Works	285	620	118%	599	1,676	180%	210	638	204%
UGI Gas	129	227	76%	313	1,452	364%	117	346	196%
Total	703	1,133	61%	1,447	4,085	182%	506	1,318	160%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through June 2022

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Columbia	96	2%	287	0%
National Fuel	28	0%	141	0%
Peoples	162	3%	529	2%
Philadelphia Gas Works	620	25%	1,676	18%
UGI Gas	227	10%	1,452	2%
Total	1,133		4,085	
Average		15%		7%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 07/01/2022.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through June 2021/2022

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2021	2022**	2021	2022**
Columbia	10.5	8.3	6.7	1.4
National Fuel	12.4	13.7	6.0	6.3
Peoples	4.2	4.4	2.0	1.9
Philadelphia Gas Works	21.3	16.4	17.4	10.8
UGI Gas	7.8	7.8	2.4	2.9
Major Gas	12.8	11.4	9.1	5.9

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The 2022 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/01/2022.

Major Water Utilities

Consumer Complaint, PAR (Payment Arrangement Request) and FCR (First Contact Resolution) Statistics for Major Companies

January through June 2021/2022

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2021	2022	Percent Change	2021	2022	Percent Change	2021	2022	Percent Change
Aqua PA	130	157	21%	54	145	169%	68	80	18%
PA American	319	378	18%	380	675	78%	266	300	13%
Other Class A	29	43	48%	16	27	69%	29	52	79%
Total	478	578	21%	450	847	88%	363	432	19%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

Major Water Utilities

Percent of Justified Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through June 2022

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Aqua PA	157	22%	145	30%
PA American	378	25%	675	13%
Other Class A	43	8%	27	11%
Total	578		847	
Average		22%		15%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 07/01/2022.

Major Water Utilities

Response Time to Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through June 2021/2022

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2021	2022**	2021	2022**
Aqua PA	16.5	3.2	8.0	1.4
PA American	14.7	16.0	9.5	5.8
Other Class A	19.5	13.5	13.5	11.0
Major Water	15.5	12.1	9.4	5.2

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The 2022 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/01/2022.

Municipal Water & Sewer Utilities

Consumer Complaint, PAR (Payment Arrangement Request) and FCR (First Contact Resolution) Statistics for Major Companies

January through June 2021/2022

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2021	2022	Percent Change	2021	2022	Percent Change	2021	2022	Percent Change
PWSA-Water**	100	85	-15%	11	31	182%	36	33	-8%
PWSA-Sewer**	12	19	58%	1	7	600%	10	8	-20%
Total	112	104	-7%	12	38	217%	46	41	-11%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**PWSA informal complaint data is designated as PWSA-Water or PWSA-Sewer based upon the nature of the complaint.

Municipal Water & Sewer Utilities

Response Time to Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through June 2021/2022

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2021	2022**	2021	2022**
PWSA-Water***	11.1	10.7	8.5	10.7
PWSA-Sewer***	9.8	12.9	8.0	6.8
Municipal Water & Sewer	11.0	11.0	8.4	10.1

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The 2022 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/01/2022.

***PWSA informal complaint data is designated as PWSA-Water or PWSA-Sewer based upon the nature of the complaint.

Major Local Telecommunications Companies

Consumer Complaint, PAR (Payment Arrangement Request) and FCR (First Contact Resolution) Statistics for Major Companies

January through June 2021/2022

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2021	2022	Percent Change	2021	2022	Percent Change	2021	2022	Percent Change
CenturyLink	34	66	94%	0	1	n/a	14	20	43%
Frontier Commonwealth	35	63	80%	0	1	n/a	19	21	11%
Verizon North	36	17	-53%	0	0	0%	8	8	0%
Verizon PA	397	298	-25%	5	4	-20%	193	135	-30%
Windstream	41	37	-10%	0	1	n/a	13	11	-15%
Total	543	481	-11%	5	7	40%	247	195	-21%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

Major Local Telecommunications Companies

Percent of Justified Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through June 2022

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
CenturyLink	66	46%	1	0%
Frontier Commonwealth	63	57%	1	0%
Verizon North	17	60%	0	0%
Verizon PA	298	56%	4	100%
Windstream	37	45%	1	0%
Total	481		7	
Average		54%		n/a

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 07/01/2022.

Major Local Telecommunications Companies

Response Time to Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through June 2021/2022

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2021	2022**	2021	2022**
CenturyLink	24.9	23.5	0.0	7.0
Frontier Commonwealth	10.5	15.8	0.0	8.0
Verizon North	13.3	18.9	0.0	0.0
Verizon PA	13.9	14.2	8.8	14.8
Windstream	13.2	16.5	0.0	19.0
Major Telecommunications	14.3	15.8	8.8	13.3

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The 2022 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/01/2022.

Compliance

Snapshot of Residential Verified Infraction Statistics by Industry* Informal Complaints Opened January through June 2022

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	36	49	88	34	10	23	36
Title 66 and Other	3	3	3	7	4	5	13
Total	39	52	91	41	14	28	49
GAS	Columbia	National Fuel	Peoples	Philadelphia Gas Works	UGI Gas		
Chapter 56	4	8	4	195	48		
Title 66 and Other	0	0	2	28	1		
Total	4	8	6	223	49		
WATER	Aqua PA		PA American		Other Class A		
Chapter 56	57		133		4		
Title 66 and Other	0		6		1		
Total	57		139		5		
TELECOMMUNICATIONS	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 30	3	2	2	10	0		
Chapter 63	41	71	26	368	21		
Chapter 64	0	1	1	15	1		
Title 66 and Other	7	4	1	24	2		
Total	51	78	30	417	24		

*Infraction data on this page is subject to change if the utility disputes infraction(s) or BCS staff discovers additional infraction(s). Final infraction statistics will appear in the annual UCARE report.

Glossary of Terms

Consumer Complaint – Complaint to BCS involving billing, service, rates and other issues not related to requests for payment terms.

First Contact Resolution (FCR) – Consumer contact to BCS that require no follow-up investigation beyond the initial contact.

Infraction – A misapplication or infringement of a Commission regulation, particularly the standards and billing practices for residential utility service.

Major Electric Distribution Companies – Electric distribution companies with more than 100,000 residential customers.

Major Local Telecommunications Companies – Local telecommunications companies with more than 50,000 residential customers.

Major Natural Gas Distribution Companies – Natural gas distribution companies with more than 100,000 residential customers.

Major Water Utilities – Non-municipal water utilities with annual revenues of \$1,000,000 or more for three years in a row are classified as “Class A.” The tables in this report present individual statistics for the two largest Class A water companies, PAWC and Aqua, and for the “Other Class A” companies as a whole. The “Other Class A” water companies are Audubon Water, Columbia Water, Newtown Artesian Water, SUEZ Water Bethel, SUEZ Water PA, and York Water Company.

Municipal Water and Sewer Utilities – Pittsburgh Water & Sewer (PWSA), a municipal utility, came under the Commission’s regulatory authority effective 04/01/18. PWSA informal complaint data is designated as PWSA-Water or PWSA-Sewer based upon the nature of the complaint. Since PWSA’s transition to PUC regulation is ongoing, as described in the annual UCARE report, it is premature for BCS to report data regarding justified consumer complaints/PARs or infractions.

Payment Arrangement Request (PAR) – Consumer request for payment plans in the following situations: suspension/termination of service is pending, service is suspended/terminated and in need of restoration, or the customer wants to retire an arrearage.

Justified Consumer Complaint – A consumer complaint where, prior to BCS intervention, the company did not comply with Commission Orders, policies, regulations, reports, Secretarial Letters, tariffs or guidelines when the consumer brought the complaint to the company’s attention. The justified consumer complaint rate equals the number of justified consumer complaints for each 1,000 residential customers.

Justified PAR – A Payment Arrangement Request where, prior to BCS intervention, the company did not comply with Commission regulations, reports, Secretarial Letters, tariffs or guidelines. The justified payment arrangement request rate equals the number of justified payment arrangement requests for each 1,000 residential customers.

Response Time – The time span in days from the date BCS first contacts the utility regarding a consumer complaint or PAR, to the date on which the utility provides BCS with its report.